User Manual

Version 2.0

8/5/2014

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INTRODUCTION

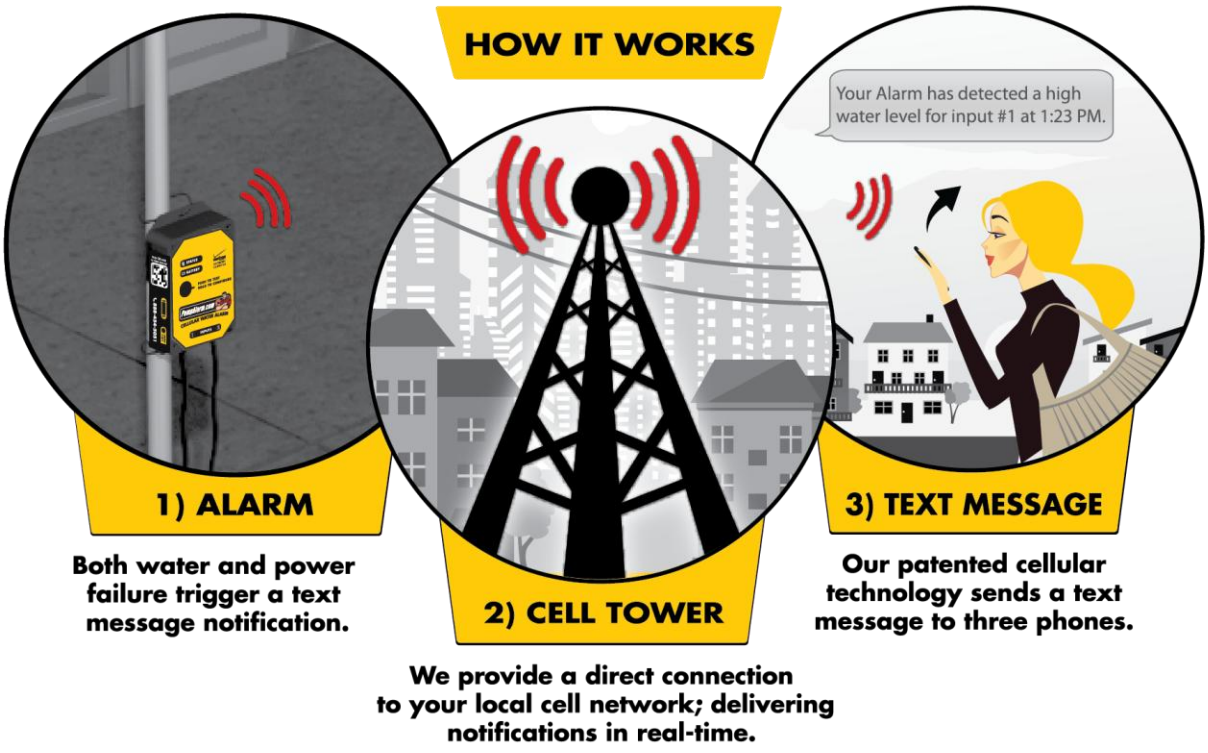
How Does the Cellular Water Alarm Work?

Your water alarm uses sensors to detect both high and standing water around items such as sump pits, drains, outlets, appliances, etc . When your alarm detects water, a power outage, or low temp (with optional temperature sensor), a loud audible alert is sounded first, and then it sends text message alerts.

Your alarm can notify up to three phone numbers and has its own phone number, distributed after activation at http://www.pumpalarm.com/activate.

Configure the alarm from your cell phone by sending it SMS messages (just as if you were texting any other contact.)

This manual describes the installation, configuration, and operation of the PumpAlarm.com Cellular Water Alarm. Please read it carefully.


HOW IT WORKS
Your Alarm has detected a high water level for input #1 at 1:23 PM.
1) ALARM
Both water and power failure trigger a text message notification.
2) CELL TOWER
We provide a direct connection to your local cell network; delivering notifications in real-time.
3) TEXT MESSAGE
Our patented cellular technology sends a text message to three phones.

What Comes With Your Cellular Water Alarm

We've packaged everything you need to monitor for the threat of water damage. The items below come packaged with your alarm. If you've selected options while ordering, your sensors may vary.

(1) **Cellular Alarm Unit**
Contains the electronics that are used to monitor your sensors and power, then send text message notifications.

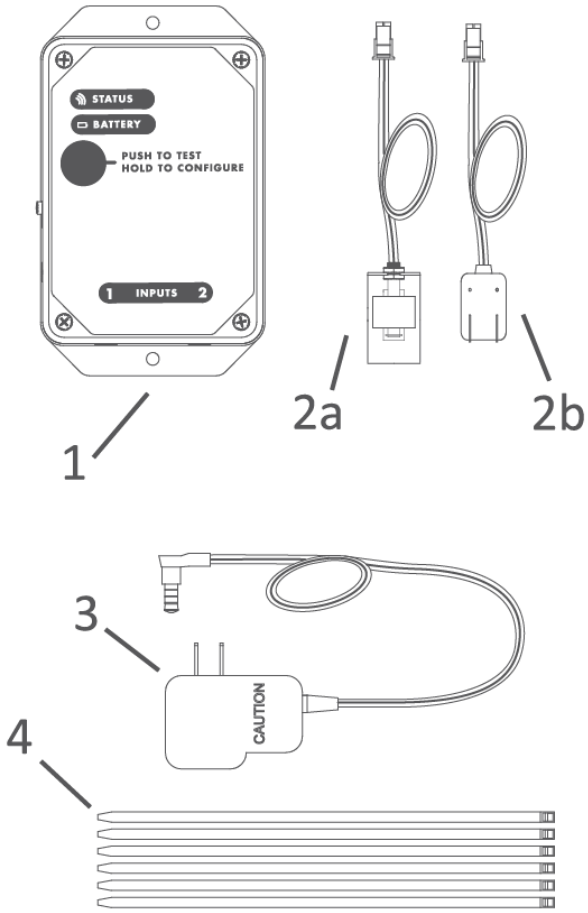
(2) Digital Water Sensors

a. **15 ft Digital Float Sensor**
Used by the Cellular Alarm Unit to detect water in your sump pit, or other basin.

b. **15 ft Digital Water Sensor**
Used by the Cellular Alarm Unit to detect water on flat surfaces

(3) **A/C Power Adapter**
Used to provide and monitor power to your Cellular Alarm Unit

(4) **Six Mounting Straps**
Used to affix the Cellular Alarm Unit to pipes and posts as well as anchor the float switch and water sensors.



Getting to Know Your Cellular Alarm

The following illustration describe the physical features of your Cellular Alarm

(1) **Status Light**
Indicates the status of the Cellular Alarm

Refer to the Light Blink Patterns section for a description of the blink patterns

(2) **Low Battery Light**
Indicates the backup batteries are low and should be replaced when the light is flashing

Replace with (4) AAA alkaline batteries only, do not use “heavy duty” batteries

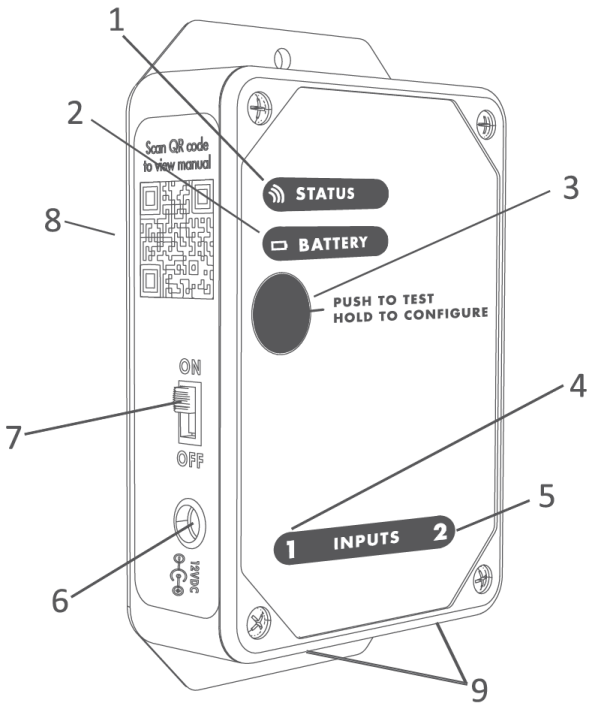
(3) **Push To Test/Hold To Configure Button**
Momentarily pressing and releasing this button will send a test notification to all phone numbers configured in the unit

Holding this button for 3 seconds will put the unit into configuration mode

(4) **Sensor 1 Status Light**
This light will blink on and off while sensor 1 detects an alarm condition

(5) **Sensor 2 Status Light**
This light will blink on and off while sensor 2 detects an alarm condition

(6) **Power Jack**
The power plug from the A/C power adapter plugs in here



(7) **On/Off Switch**
Turns the Cellular Alarm on and off

(8) **QR Code**
Scan this QR code with your smartphone to download a copy of this manual

(9) **Sensor Input Jacks**
The included sensors plug into these jacks

INSTALLATION

1. Device Activation

Your Cellular Water Alarm must be activated before it will communicate via text message. During the activation process, you'll select a payment plan and enter your billing information. Upon successful activation, you'll receive the phone number your unit.

1. Using a computer or smartphone, navigate to the following link:

   www.PumpAlarm.com/activate

2. Enter the 6 digit alphanumeric unit number on the top of your unit.

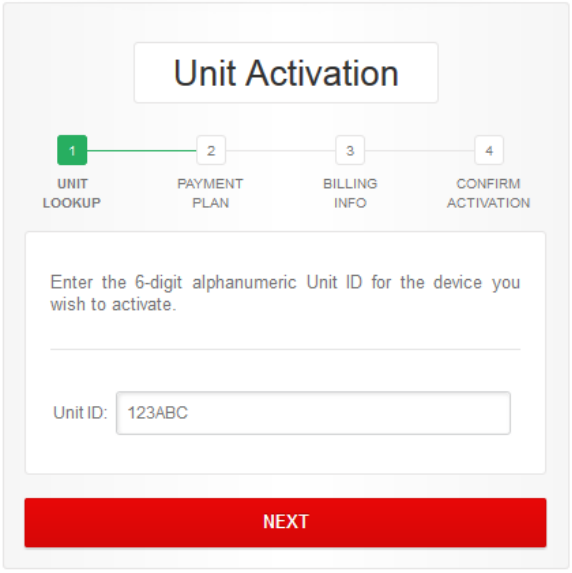
3. Select your payment plan and enter your billing information.

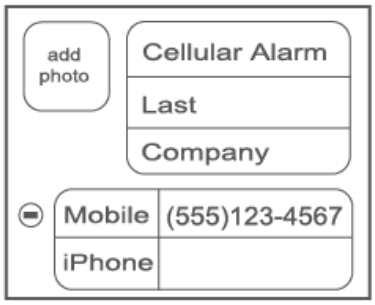
4. Once activation is complete, you'll receive an email with the phone number of your unit.

5. Once you receive your Cellular Alarm phone number, add the phone number to the contact list of your cell phone.

   Refer to the user's manual of your cell phone for more details on how to add a new contact:
   a. Create a new contact
   b. Enter a name for the contact such as "Water Alarm"
   c. Enter the phone number of your unit for the contact

Top of Unit



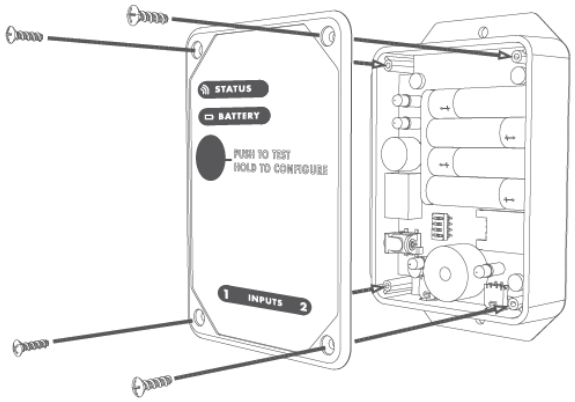


2. Install Backup Batteries

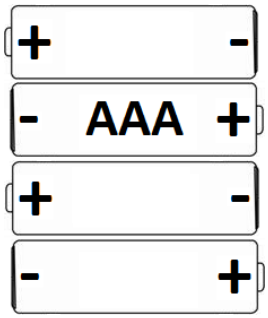
Your Cellular Alarm Unit uses 4 AAA alkaline batteries as a backup power source to keep itself powered up when electrical power is lost to your home. The backup batteries are not included, but must be installed prior to using your alarm. For extreme temperature environments (cooler than 0F or hotter than 120F, please use non-rechargeable Lithium batteries, check with battery manufacturer for temperature specifications).

1. Remove the 4 screws on the Cellular Alarm cover.
2. Remove the cover and place it aside.
3. Install 4 AAA batteries in the battery holder. Use alkaline or Lithium batteries only, do not use “heavy duty” batteries, or rechargeable batteries.

   Ensure the batteries are installed in the correct polarity (the negative end of the battery touches the spring in each holder).



Battery Polarity:

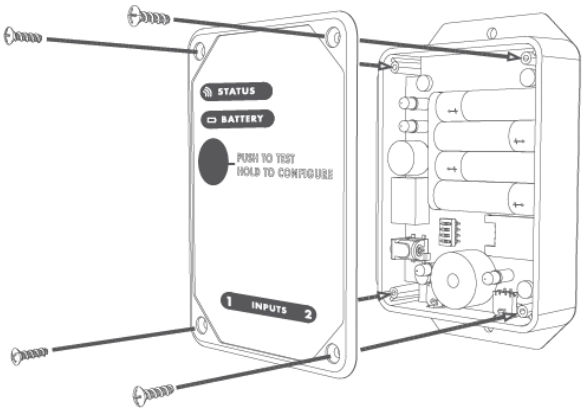


3. Reinstall Cover

The cover can now be reinstalled.

1. Reinstall the cover onto the Cellular Alarm Unit.

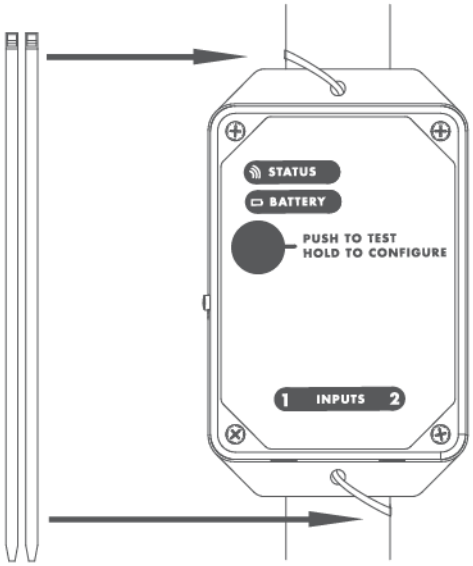
2. Reinstall the 4 screws into the cover.

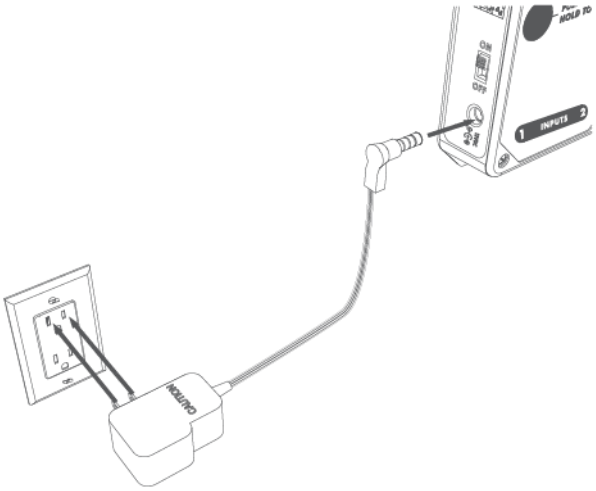


4. Mount the Cellular Alarm Unit

The recommended installation method is to strap your Alarm to the discharge pipe of your sump pit. However, the Alarm can also be wall mounted.

1. Locate two of the mounting straps that came with the packaging.
2. Run a mounting strap through the top hole of the enclosure.
3. Wrap the mounting strap around the discharge pipe, but don't pull it tight yet.
4. Position the Alarm so it is about 4 feet above the floor and then pull the top mounting strap tight.
5. Run the other mounting strap through the bottom hole of the enclosure.
6. Wrap the mounting strap around the discharge pipe and pull it tight.
7. Plug the A/C power adapter into the Alarm and then plug it into a 120VAC outlet.



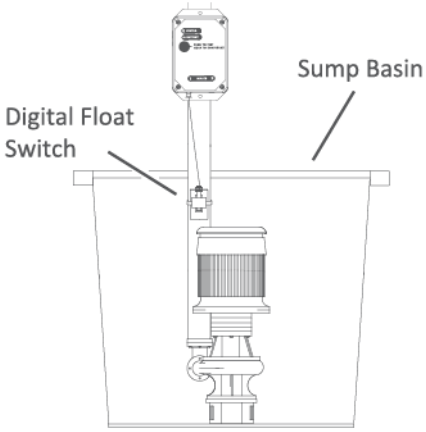


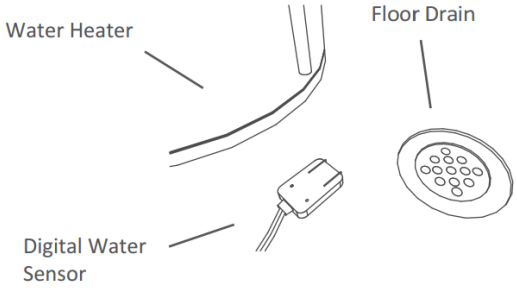
5. Install Sensors

Our Alarm kit comes with two types of sensors, with an optional 45 deg F low temperature sensor, designed for different applications. The digital float sensor is designed for use in sump pits, basins, and for general high water detection. The digital water sensor is designed for use on flat surfaces, such as drains, water pans, and areas where there should never be water (this sensor is very sensitive).

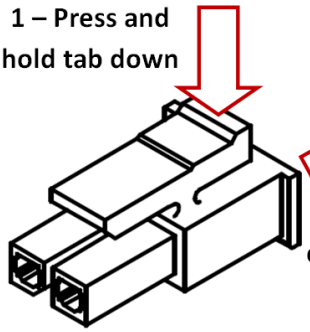
1. Locate one of the mounting straps that came with your kit.
2. Use the mounting strap to secure the digital float sensor to the discharge pipe a few inches below the top of the sump basin.
3. Plug the sensor into one of the sensor input jacks on the bottom of the Cellular Alarm unit.
4. Position the digital water sensor in a location where you want to detect water. A good location is near a floor drain or under a water heater.
5. Plug the sensor into one of the sensor input jacks on the bottom of the Cellular Alarm unit.

NOTE: When you unplug a sensor, avoid pulling on the wires or they may be damaged. Press and hold the tab down while pulling back on the connector housing.





Unplugging a Sensor:



CONFIGURATION

1. Power On and Wait for Cellular Service

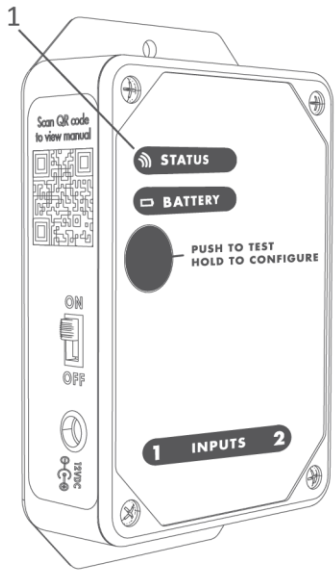
Your Cellular Alarm Unit is now ready to be powered on. Once powered on, it will attempt to connect to the cellular network.

1. Turn on the Cellular Alarm by switching on the on/off switch (7).

2. While the Cellular Alarm unit is attempting to connect to the cellular network, the status light (1) will blink green.

3. Wait for the status light to turn solid green; this can take up to 1 minute.

   The status light may briefly turn red. If the status light stays red for **more than 1 minute,** refer to the Troubleshooting section of this manual.



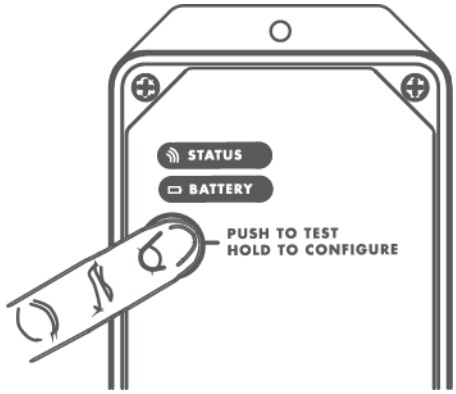
2. Put your Cellular Alarm into Configuration Mode

Your cellular alarm unit must be in configuration mode before it will allow you to configure it.

1. Press and hold the “Push to Test/Hold to Configure” button for 3 seconds until your unit chirps twice.

2. The status light will begin to blink red and green.

   NOTE: Your unit will stay in configuration mode for up to 1 hour, or until you press and hold the “Push to Test/Hold to Configure” button for 3 seconds.



3. Configure Notification Phone Numbers

Your Cellular Alarm will send notifications to three phone numbers. The phone numbers are configured by sending the alarm text messages from your cell phone. You must configure at least one phone number to receive text messaging notifications.

1. Using your cell phone, compose a new text message to the Cellular Alarm contact added earlier.

2. Send a text message to your Cellular Alarm formatted as follows:

   phone1 Space [Your Cell Phone Number]

   NOTE: Your Cell Phone Number must be 10 digits long, which includes the area code.

3. When your Cellular Alarm receives the message, it will chirp twice and then it will respond with a text message that contains the current settings of your unit.

   You should wait for the text message response on your phone before proceeding.

   If an error occurs while processing your text message, the Cellular Alarm Unit will beep 3 times.

4. Repeat these steps for up to two other phone numbers:

   phone2 [Phone Number To Add]
   phone3 [Phone Number To Add]

   NOTE: These commands must be individual text messages -- you cannot combine multiple commands in one text message.

EXAMPLE MESSAGE

4. Configure the Name of Your Cellular Alarm Unit

You can give your Cellular Alarm a name; it's used in the notification messages it sends.

1. On your cell phone, compose a new text message to your unit's phone number.

2. Use the following in the body of the message:

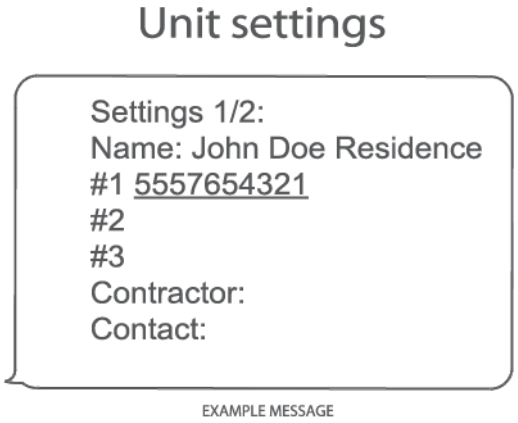
   name [Name]

   Example: name John Doe Residence

3. When the Unit receives the message, it will chirp twice and then it will respond with a text message that contains the current setting.

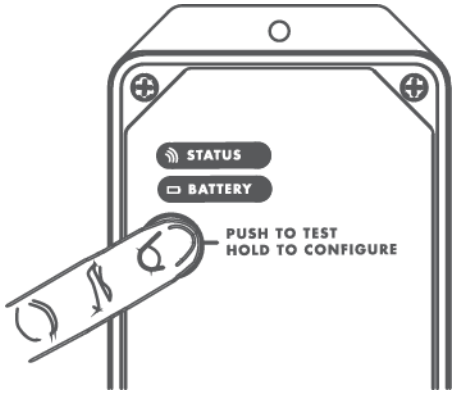
   You should wait for the text message response on your phone before proceeding.

   If an error occurs while processing your text message, the Cellular Alarm Unit will beep 3 times.



5. Exit Configuration Mode

Configuration is complete, so you can exit configuration mode.

1. Press and hold the “Push to Test/Hold to Configure” button for 3 seconds until you hear two chirps. 2. The status light will stop blinking red and green, and will turn solid green.	

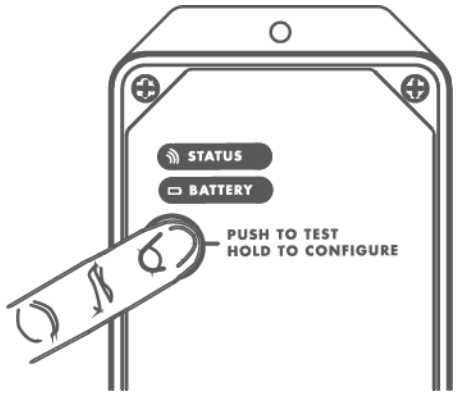
TESTING YOUR UNIT

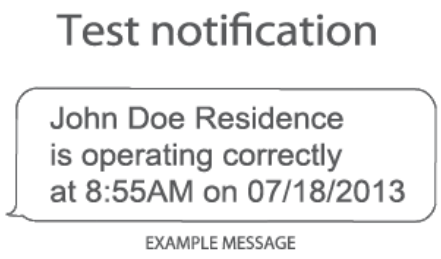
1. Test Your Cellular Alarm

You can test your Cellular Alarm at any time by pressing the “Push to Test” button.

1. Momentarily press and release the “Push to Test/Hold to Configure” button.

2. The Cellular Alarm Unit will send a test notification to all phone numbers that have been configured.





EXAMPLE MESSAGE

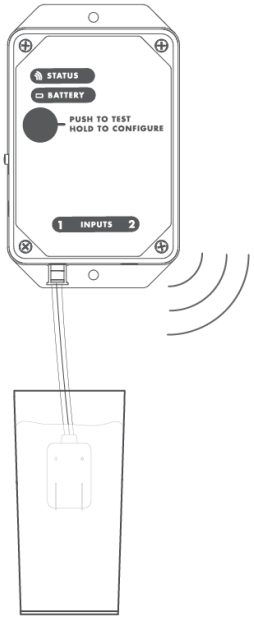
2. Test Your Sensors

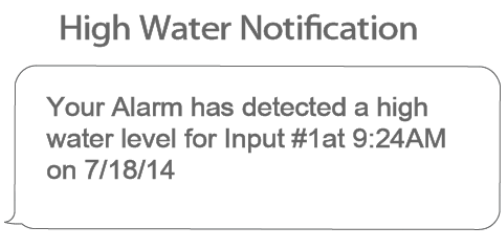
The sensors can be tested at any time by submerging them in water.

1. Fill a drinking glass with tap water.
2. Submerge the sensor in the drinking glass.
3. Your Cellular Alarm should begin to sound an alarm and each phone number you configured will receive a notification text message.

   You should wait for the text message notification on your phone before proceeding.
4. Remove the sensor from the drinking glass.
5. Your Cellular Alarm will now silence its alarm and each phone number you configured will receive a notification text message.

   You may need to dry off the surface of the sensor if the Cellular Alarm Unit does not stop sounding its alarm right away.
6. Repeat the steps above for the other sensor.





EXAMPLE MESSAGE

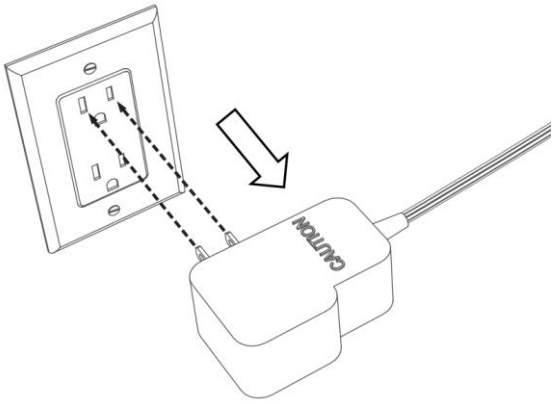
3. Test Your Backup Batteries

1. Unplug the A/C power adapter from the 120 VAC outlet.

2. Once the Cellular Alarm detects that power was lost, each phone number you configured will receive a notification text message.

   You should wait for the text message notification on your phone before proceeding.

3. Plug the A/C power adapter back into the 120 VAC outlet.



Power Lost Notification

Your Alarm has detected that electrical power was lost at 9:30AM on 7/18/12

EXAMPLE MESSAGE

4. Testing is Complete

1. Your Cellular Alarm has been tested and is working properly.

2. You should periodically perform these tests on the unit to ensure you are always protected.

ADVANCED CONFIGURATION

Contractor Name and Contact Configuration

Your Cellular Alarm allows you to configure a contractor name with associated contact information. When this information is configured, the Cellular Alarm appends this contact information to the end of alarm notifications (input alarms, low battery, power loss, etc.) so you know who to call in an emergency. The Cellular Alarm must be in configuration mode to process these commands.

For example, an input alarm will be formatted as follows:
[Your Alarm] has detected a high water level for Pit #1 at [HH:MM AM/PM] on [MM/DD/YY]. Please contact [Contractor Name] at [Contact Info] for assistance.

Command	Example	Description
contractor [name of contractor]	contractor Bob's Plumbing	Sets the contractor name, up to 20 characters long
contractor none	contractor none	Clears the name of the contractor
contact [contact info of contractor]	contact (555) 666-7777	Sets the contact information for the contractor, up to 14 characters long
contact none	contact none	Clears the contact information for the contractor

Configuration Switches

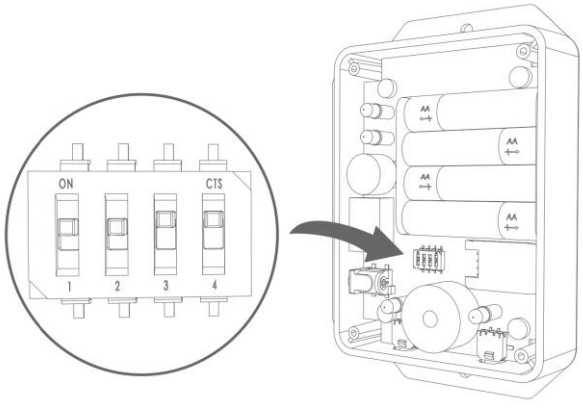
Your Cellular Alarm has four configuration switches that allow you to customize additional features. The switches are accessible by removing the cover of the Cellular Alarm. Ensure that the Cellular Alarm is powered off before making any changes to the configuration switches.

(1) **Switch 1 – Audible Alarm Enabled**
On – Enable audible water alarm
Off – Disable audible water alarm

(2) **Switch 2 – Text Notifications Enabled**
On – Enable text message notifications
Off – Disable text message notifications

(3) **Switch 3 – Configuration Mode Bypass**
On –Your Cellular Alarm will process incoming text message commands without being in Configuration Mode
Off – Cellular Alarm must be in Configuration Mode before it will process incoming text message commands

(4) **Switch 4 – Not Used**
Not used



Sensor Options

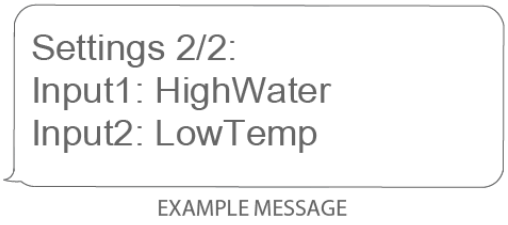
Digital Water Sensor or Float (default)

The default input modes for the Cellular Alarm are for monitoring a normally-open digital water sensor or float. If the settings have been changed previously, send the below command to revert the settings to default in the Cellular Alarm. The Cellular Alarm must be in configuration mode to process this command.

Command	Example	Description
input[input channel] HighWater	Input2 HighWater	Sets Input #2 in High Water monitoring mode (Water conductivity sensor or float ONLY)
Response from Command		

Low Temperature Sensor

The Cellular Alarm can be configured with the Low Temperature Sensor accessory, sold on the PumpAlarm.com website. Consult the Temperature Sensor Installation guide that comes with the accessory. Using the sensor requires the user to configure the input mode. The sensor is a normally-closed device and will not function properly until the below steps are taken. The Cellular Alarm must be in configuration mode to process this command.

Command	Example	Description
input[input channel] LowTemp	Input2 LowTemp	Sets Input #2 in Low Temperature monitoring mode (Normally-Closed contact ONLY)
Response from Command		
		

Once the command is received by the Cellular Alarm, an alarm will be triggered on the input channel. This is because the input is now looking for the normally-closed, low temperature sensor.

Snap the connector of the sensor into the input on the bottom of the Cellular Alarm unit. Once connected, the alarm should be silenced. If the alarm does not silence, please contact Technical Support.

You will now receive a text message alert should the temperature drop below the specified temperature of the sensor.

To test the low temperature sensor, hold an ice cube or bag of ice against the bottom of the sensor and wait for the alarm. Freeze spray is also a useful option for testing the sensor. Do not submerge the sensor in water.

GENERAL OPERATION

Sensor Inputs

The Cellular Alarm has two inputs that can be used with Cellular Alarm sensors. When the system detects an alarm condition for an input, it will sound an alarm, toggle the corresponding sensor status light, and send a text notification. The Cellular Alarm will also send a text notification when the input returns to a normal condition.

Backup Battery Operation

The Cellular Alarm uses 4 AAA batteries as a backup power source. The Cellular Alarm monitors these batteries and sends text notification if they are low or critically low.

When the batteries are low, the system has limited battery runtime and should be replaced soon. If the batteries are critically low, the system will not likely operate and the batteries should be replaced immediately. When the batteries are critically low, the Cellular Alarm chirps every 30 seconds.

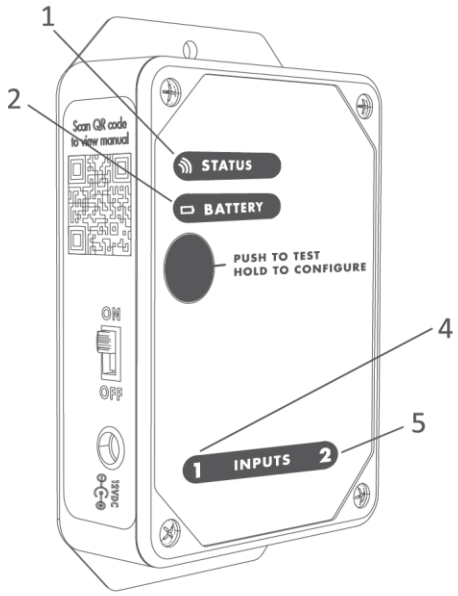
Power Loss Detection

The Cellular Alarm sends a text notification when electrical power is lost and restored. Power must be lost for 5 seconds before the Cellular Alarm will send the text notifications.

The Cellular Alarm goes to sleep after 5 minutes to conserve the backup batteries while electrical power is lost. When the Cellular Alarm detects that electrical power has been restored, it will wake up.

While the Cellular Alarm is sleeping, it is still monitoring the pit inputs. If it detects water, it will wake up and send a text notification. It takes about 30 seconds for the Cellular Alarm to wake up.

LIGHT BLINK PATTERNS



Status Light (1)

Green Flashing[1]	Sleeping, on backup battery power
Green Blinking[2]	Not ready/Attempting to connect to cellular
Green Solid	Ready
Red Solid	Cannot connect to cellular network
Red/Green Blinking	Configuration mode
Red Blinking Fast	An error occurred

Low Battery Light (2)

Off	Batteries normal
Flashing	Batteries low or critically low

Pit Sensor Lights (4 and 5)

Off	Water not detected
Toggles On and Off with Sounder Alarm	Water detected

[1] Flashing = Light will turn on very briefly and then it turns off for two seconds
[2] Blinking = Light will toggle on and off every second

COMMANDS SUMMARY

The Cellular Alarm accepts commands sent via text message. Upon receipt of commands, the Cellular Alarm will chirp (beep) twice and send a text message response to all phone numbers configured in the unit. If an error occurs while processing command, the Cellular Alarm will beep three times.

Command	Example	Description
name [name of Your Alarm]	name Basement Cellular Alarm	Sets the name of the Cellular Alarm to be used in text notifications, up to 20 characters The default name is “Your Alarm”
phone1 [phone number]	phone1 5556667777	Sets the first phone number to send SMS notifications to
phone1 none	phone1 none	Clears the first phone number
phone2 [phone number]	phone2 4445556666	Sets the second phone number to send SMS notifications to
phone2 none	phone2 none	Clears the second phone number
phone3 [phone number]	phone3 3334445555	Sets the third phone number to send SMS notifications to
phone3 none	phone3 none	Clears the third phone number
contractor [name of contractor]	contractor Bob’s Plumbing	Sets the contractor name, up to 20 characters long
contractor none	contractor none	Clears the name of the contractor
contact [contact info of contractor]	contact (555) 666-7777	Sets the contact information for the contractor, up to 14 characters long
contact none	contact none	Clears the contact information for the contractor
settings	settings	Unit responds with the current settings of the Cellular Alarm
status	status	Unit responds with the current status of the Cellular Alarm
input1 [LowTemp or HighWater]	input1 LowTemp	Sets the input mode for low temperature monitoring and responds with the current settings of the Cellular Alarm
input2 [LowTemp or HighWater]	input2 HighWater	Sets the input mode for high water monitoring and responds with the current settings of the Cellular Alarm

NOTIFICATION MESSAGES SUMMARY

Message	Description
[Your Alarm Name] has detected a high water level for input #1 at [HH:MM AM/PM] on [MM/DD/YY].	Water is detected by sensor 1.
[Your Alarm Name] has detected a high water level for input #2 at [HH:MM AM/PM] on [MM/DD/YY.	Water is detected by sensor 2.
[Your Alarm Name] has detected a normal water level for input #1 at [HH:MM AM/PM] on [MM/DD/YY].	Water is no longer detected by sensor 1.
[Your Alarm Name] has detected a normal water level for input #2 at [HH:MM AM/PM] on [MM/DD/YY].	Water is no longer detected by sensor 2.
[Your Alarm Name] has detected a low temp condition for input #1 at [HH:MM AM/PM] on [MM/DD/YY].	A low temperature condition is detected by input 1.
[Your Alarm Name] has detected a normal temp condition for input #1 at [HH:MM AM/PM] on [MM/DD/YY].	Low temperature is no longer detected by input 1.
[Your Alarm Name] has detected a low temp condition for input #2 at [HH:MM AM/PM] on [MM/DD/YY].	A low temperature condition is detected by input 2.
[Your Alarm Name] has detected a normal temp condition for input #2 at [HH:MM AM/PM] on [MM/DD/YY].	Low temperature is no longer detected by input 2.
[Your Alarm Name] has detected that electrical power was lost at [HH:MM AM/PM] on [MM/DD/YY].	Electrical power was lost to the Cellular Alarm.
[Your Alarm Name] has detected that electrical power was reestablished at [HH:MM AM/PM] on [MM/DD/YY].	Electrical power has returned to the Cellular Alarm.
[Your Alarm Name] has low batteries at [HH:MM AM/PM] on [MM/DD/YY].	The backup batteries are low and should be replaced soon.
[Your Alarm Name] has critically low batteries at [HH:MM AM/PM] on [MM/DD/YY].	The backup batteries are critically low and replaced immediately.
[Your Alarm Name] is operating correctly at [HH:MM AM/PM] on [MM/DD/YY].	The response to the “Push to Test” button being pressed.

Settings 1/2: Name: [Your Alarm Name] #1: [Phone Number 1] #2: [Phone Number 2] #3: [Phone Number 3] Contractor: [Contractor Name] Contact: [Contractor Contact Info]	The response to any configuration command, and to the “settings” message.
Settings 2/2: Input1: [LowTemp or HighWater] Input2: [LowTemp or HighWater]	The response to any input mode configuration command, and to the “settings” message.
Status: Name: [Your Alarm Name] FW: [Firmware Version] Input1: [N-Normal/A-Alarm] Input2: [N-Normal/A-Alarm] AC Power: [P-Present/NP-Not Present] Batt: [Battery Voltage] Signal: [Signal Strength]	The response to the “status” message

TROUBLESHOOTING

Problem	Cause	Remedy
The status light is on solid red	Bad cellular signal strength	Locate the Cellular Alarm to an area with better cellular reception Locate the Cellular Alarm away from metal objects Locate the Cellular Alarm to a higher elevation
The status light is flashing red quickly	Some type of error has occurred	Power off the Cellular Alarm for 10 seconds and then power it back on
The low battery light is flashing even though I replaced the batteries	The batteries are not installed properly	Ensure the polarity of the batteries are correct The negative end of the battery touches the spring in each holder
	You are using low quality batteries	Use only alkaline batteries such as Energizer or Duracell Do not use “heavy duty” batteries
	You did not power off the Cellular Alarm before replacing the batteries	Power off the Cellular Alarm for 10 seconds and then power it back on
The Cellular Alarm is chirping every 30 seconds	The backup batteries are low	Replace the backup batteries Use only alkaline batteries such as Energizer or Duracell Do not use “heavy duty” batteries
All of the lights are flashing on and off and the unit keeps beeping	The backup batteries are too low to power the Cellular Alarm	Replace the backup batteries Use only alkaline batteries such as Energizer or Duracell Do not use “heavy duty” batteries
The alarm is going off even though the sensor is not	The sensor has residual water on its surface	Power off the Cellular Alarm, clean and dry the sensor, then

submerged in water	The sensor is dirty	power the Cellular Alarm on
The alarm is not going off even though the sensor is submerged in water	The sensor is dirty	Power off the Cellular Alarm, clean and dry the sensor, then power the Cellular Alarm on
	A wire pulled out of the connector on the sensor or the connection to unit input jack is loose.	Push both wires firmly into the connector on the sensor and push connector firmly into input jack Contact us for a replacement sensor
Text messages arrive out of order	Poor signal strength	Locate the Cellular Alarm to an area with better cellular reception
Text messages arrive late	Cellular network congestion	No remedy

SPECIFICATIONS

Operating Temperature: 32 degrees F to 150 degrees F

Operating Humidity: 0-90% RH, non-condensing

Cellular Radio: CDMA Dual Band 1xRTT (CDMA2000) 800/1900 MHz

Certifications: FCC Parts 15, 22, 24; RoHS compliant; IC: RSS-132 & 133

Antenna: Integrated, on board

Input Voltage: 12 VDC +/- 10%

Input Current: 0.5 A (max)

Backup Batteries: Non-rechargeable, AAA size, requires 4 alkaline batteries

Sounder: 2.9 kHz +/- 500 Hz, 100 dBA on 12 VDC, 75 dBA (estimated) on backup batteries

Sensor Inputs: (2) Conductivity sensing or dry contact only

Sensors: (1) Digital float sensor, (1) Digital water sensor

Control Switches: (1) on/off power switch, (1) push-to-test momentary button

Enclosure: NEMA 1 for indoor, basement, or crawlspace. Not recommended for outdoor use

Protection: US Patents #7,228,129 B1, #7,778,633 B2, and #8,060,078 B2

Product Safety, Use and Limited Warranty

The following safety and use information and Limited Warranty applies to products sold by PumpAlarm.com, LLC ("PumpAlarm.com") to you the end-user ("You") on www.pumpalarm.com namely a sump pump alarm with text notification capability, related accessories such as sensors (collectively "Products"), and cellular service, which is required in order for the alarm to send notification text messages ("Services" collectively with Products "Products and Services").

Product Safety and Use Information

IMPORTANT: Use only approved and recommended batteries and power adapter with your Products. Routinely check the batteries in Products; failure to routinely check the batteries may result in the failure of Products to function during a loss of power. Routinely check the strength of the cellular signal to Products and/or perform tests to check the text notification capability of the Products.

WARNING: Products use electricity in the presence of water, therefore your safety and the safety of others depends upon you thoroughly reading and understanding the Installation Guide. If you have questions or do not understand the information presented in the Installation Guide, please call 1-888-454-5051. Be sure that electrical cords used are not frayed or placed in a located where they can pose a danger. To reduce the risk of fire, electric shock, injury or death, always disconnect all sources of electrical power before servicing or cleaning; do not touch the electrical terminals or controls with wet hands; and do not tilt, jolt or tip Products while powered-on. Never disassemble Products. Never allow children to use Products.

CAUTION: Products are cellular devices and must be activated before use. Please visit www.pumpalarm.com to activate your Products. You must have a cellular device in which to communicate with Products. Cellular service for the Products must be renewed or purchased once the free period of cellular service expires. PumpAlarm.com utilizes automatic bill pay as a convenience to its customers and to ensure continuity of cellular service. PumpAlarm.com will notify you before cellular service is to be renewed and before the credit card you provided during activation is charged. If PumpAlarm.com is not able to successfully bill for the cellular service, PumpAlarm.com has the right to immediately disconnect cellular service to your Products and your Products will no longer send text notifications.

CAUTION: Do not expose Products to rain, snow or extreme temperatures. Products are not for outdoor use.

CAUTION: Products and Services are intended for residential use only and were designed and tested for residential purposes. Seller's Products and Services are convenience items and are not intended to be a substitute for normal maintenance and proper upkeep of equipment or property that Products and Services are monitoring. Seller's Products and Services are convenience items and are not intended to monitor equipment, products or other items which are vital, necessary, and/or have life-or-death consequences.

NOTE: Upon delivery inspect contents immediately and file claim with delivery carrier for any damage. PumpAlarm.com recommends saving the original box and packing material. You are responsible for damage to Products if returned to PumpAlarm.com improperly packed.

NOTE: PumpAlarm.com's primary method for contacting you is via email. Please add us as a contact to ensure delivery of these emails. Please promptly update your email address with us if it changes.

Limited Warranty

PumpAlarm.com, LLC ("PumpAlarm.com") warrants to You that Products will be free from defects in materials and workmanship under normal use and service for two (2) years from the purchase date. A claim under this Limited Warranty must be presented during the Limited Warranty period and within thirty (30) days after any covered condition has occurred. A claim under this Limited Warranty shall be satisfied by either, in PumpAlarm.com's sole discretion, repairing or replacing the Products and/or part. Replacement Products may be new or reconditioned.

To make a claim under this Limited Warranty, PumpAlarm.com must first issue You a Returned Material Authorization (RMA) number. This number can be obtained by contacting PumpAlarm.com and a copy will be provided by email. A copy of the RMA must be included with any materials shipped to PumpAlarm.com. The entirety of Products must be sent back to PumpAlarm.com (unless specifically listed otherwise on the RMA form) and properly packaged to ensure against damage during shipping. If PumpAlarm.com determines that the claim is covered by this Limited Warranty, PumpAlarm.com will either, in its sole discretion, repair or replace the Products and/or part. Any damages not covered under this Limited Warranty will not be repaired until a written purchase order is received.

The Limited Warranty period shall not be extended by the replacement or repair of Products or parts under this Limited Warranty but the remaining Limited Warranty period shall continue in effect and be applicable to the replaced or repaired Products or parts under conditions of the Limited Warranty. Payment for cellular service covers only cellular transmission fees and in no way extends any portion of this Limited Warranty. This fee does not include out-of-warranty service or repair.

The cellular service provided in conjunction with the purchase and use of Products and Services is not guaranteed, and PumpAlarm.com cannot and does not guarantee or represent that cellular service will be available in Your area nor that cellular service will be continuous and uninterrupted in Your area. It is Your responsibility to determine if cellular coverage is available in Your area and to monitor the warning light on Products and Services to determine the cellular signal strength to Products and Services. You should contact PumpAlarm.com for assistance if needed. If cellular service is not available in Your area, then Your sold remedy is to return Products and Services as provided for in PumpAlarm.com's Return Policy as found at www.pumpalarm.com. As such, PumpAlarm.com is not liable for any causes of action, losses or damages of any kind whatsoever arising out of mistakes, omissions, interruptions, errors, or defects in the provision of cellular service and failures or defects in the cellular network.

Upon expiration of the Limited Warranty period, all liability of PumpAlarm.com shall be terminated. This Limited Warranty does not apply in the following cases: failure to follow installation and operating

instructions, misuse, alteration, abuse, accident or tampering, and repair by anyone other than PumpAlarm.com.

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Contact PumpAlarm.com directly.
Please do not return to your retailer.

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